User Guide

BlackBerry Internet Service

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BlackBerry

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Getting started

1

About the messaging service plans for the BlackBerry Internet Service

There are multiple messaging service plans available for the BlackBerry Internet Service. Each messaging service plan offers a different set of features. Depending on your messaging service plan, and device operating system, you might not be able to set up a BlackBerry email address or add existing email addresses to your BlackBerry device.

For information about your messaging service plan, contact your wireless service provider.

Basics

About finding the web address for the BlackBerry Internet Service

To access your BlackBerry Internet Service account using a browser, you need the web address that your wireless service provider uses for the BlackBerry Internet Service website.

To find the web address, try performing one of the following actions:

- Check the documentation that came with your BlackBerry device.
- Check your wireless service provider's website.
- Search the Internet for "BlackBerry Internet Service" and the name of your wireless service provider and your country.
- Contact your wireless service provider for the web address.

Open the email setup application

Depending on your wireless service provider and the version of the BlackBerry Device Software that is installed on your BlackBerry device, the email setup application might not be available.

On your BlackBerry 7.1 or earlier device, do one of the following:

- On the Home screen, click the **Setup** icon. Click **Email Accounts**.
- On the Home screen or in the **Setup** folder, click the **Email Setup** icon or **Email Settings** icon.

About accessing the BlackBerry Internet Service for the first time

The first time that you open the BlackBerry Internet Service email setup application or visit the BlackBerry Internet Service website, you can add a supported email address. On a BlackBerry 7.1 or earlier device you can also set up a BlackBerry email address.

Note: Depending on your messaging service plan, you might not be able to add email addresses or set up a BlackBerry email address for your BlackBerry device.

You might want to add an email address if you have an existing supported email account that you want to access from your BlackBerry device.

On a BlackBerry 7.1 or earlier device you might want to set up a BlackBerry email address if you do not have another existing, supported email account or if you need an additional email address that you can use to send and receive email messages.

Create a user name and password to log in to your BlackBerry Internet Service account using a browser on a computer

Note: Depending on your messaging service plan, this feature might not be supported.

If you access your BlackBerry Internet Service account using the browser on your BlackBerry device and you want to access your BlackBerry Internet Service account using a browser on a computer, you must create a user name and password for your account. Your user name and password are only required to log in to your account using a browser on a computer. After you create a user name and password for your account, the next time you access your BlackBerry Internet Service account from your device, the BlackBerry Internet Service automatically logs you in to your account.

If BlackBerry 7 is installed on your device, you cannot create a user name and password to log in to your BlackBerry Internet Service account using a browser on a computer.

If you currently access your account using a browser on your computer, you already have a user name and password that you use to log in to your BlackBerry Internet Service account and you do not need to complete this task.

1. On the BlackBerry Internet Service website, on the Settings webpage, click **Create User Name**.
2. Click **Create Login**.
3. Complete the login information fields.
4. Click **Next**.
5. Click **OK**.
6. If necessary, type the password to validate the email address.
7. Click **OK**.

If you have additional email addresses, you receive prompts to validate each email address.

Change the password for your BlackBerry Internet Service account

Note: Depending on your messaging service plan, this feature might not be supported.

You can only change the password for your BlackBerry Internet Service account if you access your BlackBerry Internet Service account using a browser on a computer. If you access your BlackBerry Internet Service account using the email setup application or the browser on your device, you do not have a password for your BlackBerry Internet Service account.

1. On the BlackBerry Internet Service website, in the left pane, click **Password**.
2. In the **Old password** field, type the password for your BlackBerry Internet Service account.
3. In the **New password** field, type a new password.
4. In the **Confirm password** field, type the new password again.
5. Click **Save**.

Troubleshooting

The BlackBerry Internet Service did not prompt me to log in with my user name and password

If you have a user name and password for your BlackBerry Internet Service account and you access your BlackBerry Internet Service account using the email setup application or the browser on your device, the BlackBerry Internet Service automatically logs you in to your account. You only need to type your user name and password when you log in to your BlackBerry Internet Service account using a browser on a computer.

I can't create a user name and password for my BlackBerry Internet Service account

If you have BlackBerry 7 or later installed on your BlackBerry device, you cannot create a user name and password to log in to your BlackBerry Internet Service account using a browser. Your BlackBerry Internet Service account is associated with the BlackBerry ID that you used to set up your device, therefore you cannot create a user name and password for your account.

You cannot use your BlackBerry ID to log in to your BlackBerry Internet Service account using a browser.

The BlackBerry Internet Service website displays the incorrect language

If you are able to access your BlackBerry Internet Service account using a browser, you can choose the language that you want the website to display.

1. On the BlackBerry Internet Service website, on the Email Accounts screen, click **Settings**.
2. Click **Language**.
3. Click the language you want the website to display.
4. Click **Next**.

On the login webpage, before you log in, click the language that you want the website to display.

The password for my BlackBerry Internet Service account is no longer a secret

You have a password for your BlackBerry Internet Service account if you access your BlackBerry Internet Service account using a browser.

Log in to the BlackBerry Internet Service website using a browser on a computer and change your password.

I have forgotten my password and can't log in to the BlackBerry Internet Service

You have a password for your BlackBerry Internet Service account if you access your BlackBerry Internet Service account using a user name and password. You can request to have your password sent to your BlackBerry device.

1. On the BlackBerry Internet Service website, on the login webpage, click **Forgot password?**
2. Type your user name or device PIN.
3. Click **Request Password**.

I can't remember the user name for my BlackBerry Internet Service account

Contact your wireless service provider to request this information.

I do not know if I am using the email setup application or the browser on my BlackBerry 7.1 or earlier device

The procedures for setting up and managing email are different depending on how you access your BlackBerry Internet Service account. To determine which procedures to follow, perform the following actions:

1. To access your BlackBerry Internet Service account from your device, do one of the following:
   - On the Home screen, click the **Setup** icon. Click **Email Accounts**.
   - On the Home screen or in the **Setup** folder, click the **Email Setup** icon or **Email Settings** icon.
2. Press the **Menu** key.
   - If the **Service Books** option appears in the menu, you are using the email setup application. Follow the procedures that are labeled "From the email setup application on your device."
   - If the **Service Books** option does not appear on the menu, you are using the browser. Follow the procedures that are labeled "From the browser on your device."

Setting up existing email addresses

2

Email address basics

About adding email addresses

Note: Depending on your messaging service plan, you might not be able to add email addresses or set up a BlackBerry email address for your BlackBerry device.

When you add a supported email address to the BlackBerry Internet Service, the BlackBerry Internet Service creates a link between the BlackBerry Internet Service and the email account that is associated with the email address you added.

This link enables you to send and receive email messages on your BlackBerry device using your email address. With the BlackBerry Internet Service, you can add up to ten supported email addresses. BlackBerry 7.1 and earlier devices also support the creation of one BlackBerry email address. If you add email addresses for more than one email account, you can access all of your email messages in the messages application on your device.

Email messages continue to be delivered to the existing email account as they were before you added the email address to the BlackBerry Internet Service.

You can add email addresses that are associated with the following email account types:

- Email accounts that you access through your Internet service provider
- POP or IMAP email accounts that you access through your Internet service provider
- Email accounts that use a Microsoft Exchange server that you access using Microsoft ActiveSync, Microsoft Outlook Web Access

Note: Depending on your Internet service provider, you might not be able to add email addresses that are associated with certain email account types. For more information, contact your Internet service provider.

About wireless email reconciliation

Note: Depending on your messaging service plan, this feature might not be supported.

If you add an email address to your BlackBerry device, email messages that you open or delete on your device might be marked automatically as opened and deleted in your email account. Deleted email messages might reconcile with the deleted items folder in your email account. Email messages that you send from your device might also reconcile with the sent items folder in your email account. For example, if you have a Microsoft Outlook Web Access email account or an IMAP email account, email messages that you send from your device are copied to the sent items folder in your email account. Likewise, email messages that you delete are copied to the deleted items folder.

Depending on the email address, email messages that you open from your email account inbox (for example, by accessing your email account using a browser on a computer) might be marked open on your device. Email messages that you delete from your email account inbox might be deleted from your device.

If you turn off the wireless email reconciliation option in the messages application on your BlackBerry 7.1 or earlier device, opened, deleted, and sent email messages do not reconcile between your device and your email account.

Note: Depending on the type of email account you add or the way your email account is set up, wireless email reconciliation might not be available.

If you have an email account that uses Microsoft Outlook Web Access 5.5, email messages that you send from your device are not copied to the sent items folder in your email account.

Depending on your wireless service provider, wireless email reconciliation for the read and unread items, sent items, and deleted items folders on your device might not be available for Microsoft email accounts set up to use POP. Wireless email reconciliation is available for Microsoft accounts that use the Microsoft Mobile Services Protocol.

Adding an email address

Add an email address

Note: Depending on your messaging service plan, you might not be able to add email addresses or set up a BlackBerry email address for your BlackBerry device.

1. In the email setup application, on the **Email Accounts** screen, press the key > **Add Email Account**.
2. Click your email account type.
3. Type your email address information. Click **Next**.
4. If the BlackBerry Internet Service cannot add your email address, type your email address and password again. Click **Next**.
5. If the BlackBerry Internet Service still cannot add your email address, perform one of the following actions. Your email service provider or administrator can provide you with the information required and help you determine which action is appropriate for your email address.
   - For most types of email addresses, click **POP/IMAP (Most common)**. Provide the advanced setup information for your email address. Click **Next**.

- If your email address uses Microsoft Exchange, click **Outlook Web Access (Exchange)**. Provide the setup information for your email address. Click **Next**.

6. If available, to synchronize contacts or calendar entries between your email account and your BlackBerry device, perform the following actions:
   - Select the **Contacts** check box.
   - Select the **Calendar** check box.
7. Click **Next** > **OK**

1. On the BlackBerry Internet Service website, on the Settings webpage, click **Email Accounts**.
2. Click **Add My Existing Email Account**.
3. Type your email address information. Click **Next**.
4. If the BlackBerry Internet Service cannot add your email address, type your email address information again. Click **Next**.
5. If the BlackBerry Internet Service still cannot add your email address, perform one of the following actions. Your email service provider or administrator can provide you with the information required and help you determine which action is appropriate for your email address.
   - For most types of email addresses, click **POP/IMAP (Most common)**. Click **Next**. Provide the advanced setup information for your email address. Click **Next**.
   - If your email address uses Microsoft Exchange, click **Microsoft Outlook Web Access**. Click **Next**. Provide the setup information for your email address. Click **Next**.

1. On the BlackBerry Internet Service website, in the left pane, click **Email Accounts**.
2. Click **Set Up Email**.
3. Type your email address information. Click **Next**.
4. If the BlackBerry Internet Service cannot add your email address, type your email address information again. Click **Next**.
5. If the BlackBerry Internet Service still cannot add your email address, do one of the following. (Your email service provider or administrator can provide you with the information required and help you determine which action is appropriate for your email address.)
   - For most types of email addresses, select the **POP/IMAP (Most common)** option and provide the advanced setup information for your email address. Click **Next**.
   - If your email address uses Microsoft Exchange, select the **Microsoft Exchange (using Microsoft Outlook Web Access)** option and provide the setup information for your email address. Click **Next**.

6. If available, to synchronize contacts or calendar entries between your email account and your BlackBerry device, perform the following actions:
   - Select the **Contacts** check box.
   - Select the **Calendar** check box.
7. Click **Next**.

Setup fields for email addresses (POP or IMAP)

Depending on your messaging service plan, these options might not be available.

Email address:	Type the complete email address of the email account that you want to add (for example, justinjones@blackberry.com).
Email password:	Type the password for your personal email account or the password that you used to set up your email application on your computer. Passwords are usually case sensitive.
Email server:	Type the address of your messaging server. The address of your messaging server can usually be derived from your email address. For example, if your email address is justinjones@blackberry.com, the address of your messaging server might be mail.blackberry.com, imap.blackberry.com, or pop.blackberry.com. If you do not know the address of your messaging server, contact your Internet service provider.
User name:	Type the user name that you use to log in to your email account. Usually, the user name is the part of the email address before the at sign (@), for example, justinjones in justinjones@blackberry.com. However, it could also be your complete email address.

Setup fields for Microsoft Outlook Web Access email addresses

Depending on your messaging service plan, these options might not be available.

Email address:	Type the complete email address of the email account that you want to add.
Email password:	Type the password that you use to log in to your email account on your organization's network. Passwords are usually case sensitive.
Web Access URL:	Type the web address that you use to access your work email account using a browser on your computer and Microsoft Outlook Web Access.
User name:	Type your user name. Usually, the user name is the part of the email address before the at sign (@), for example, justinjones is the user name in justinjones@example.com. In some cases, this might be the login name that you use to log in to your organization's network. If your organization

	uses multiple network domains, the user name might follow the format domain name\user name. For example, if the email address is justinjones@example.com and the domain is domain 1, then the network domain name and user name are domain1\justinjones.
Mailbox name:	Type the mailbox name for your Microsoft Outlook account. The mailbox name is usually case sensitive.

Troubleshooting

I can't add an email address

Note: Depending on your messaging service plan, you might not be able to add email addresses or set up a BlackBerry email address for your BlackBerry device.

The BlackBerry Internet Service supports the most common types of email accounts and access options. However, there may be some situations that can prevent you from setting up your email account with the BlackBerry Internet Service.

Try performing the following actions:

- Verify that you have provided the correct information for your email account.
- Verify if your email service provider only allows you to access your email account using a browser on a computer, which might prevent you from adding your email address.
- Verify if your email service provider requires you to subscribe to a premium email account to set up your email account with the BlackBerry Internet Service.
- Verify if your email service provider requires you to turn on client access (for example, POP) to set up your email account with the BlackBerry Internet Service.

For more information, contact your email service provider.

I do not know the user name for my Microsoft Outlook Web Access account

Note: Depending on your messaging service plan, this feature might not be supported.

When you add an existing Microsoft Outlook Web Access email address to your BlackBerry device, your user name might take one of the following formats:

- **login ID**: The login ID is the part of the email address before the at sign (@), for example, justinjones is the login ID in justinjones@example.com. In some cases, this login ID could be the login name that you use to log in to your organization's network.
- **network domain name and login ID**: If you work for an organization that uses more than one network domain, the user name might use the format domain\username. For example, if the email address is justinjones@example.com and the domain is domain 1, then the network domain name and login ID is domain1\justinjones.

I can't open email messages on my device

Note: Depending on your messaging service plan, this feature might not be supported.

The email message you are trying to open might be too large. Email messages that the BlackBerry Internet Service retrieves from supported email applications cannot exceed 12 MB.

Using a browser or the email application on your computer, log in to your email account and open the email message.

Setting up a BlackBerry email address

3

BlackBerry email address basics

About the BlackBerry email address

Note: Depending on your messaging service plan, this feature might not be supported.

On BlackBerry 7.1 and earlier devices you can set up a BlackBerry email address that you can use to send and receive email messages on your BlackBerry device. You must use your device to access the email messages that are sent to and from your BlackBerry email address. You cannot read these email messages using a computer.

You might want to set up a BlackBerry email address in the following situations:

- You do not have an existing email address that you want to access using your device.
- You added existing email addresses to the your device, but you want an additional email address.

You can specify a user name for your BlackBerry email address when you set it up. The user name is the part of the email address before the at sign (@), for example, justinjones is the user name in justinjones@blackberry.com. If the user name that you specify is not available, the BlackBerry Internet Service provides you with alternate user names. You can select one of the alternate user names or type your own user name. To change your user name, you must delete your BlackBerry email address and set up a new one.

Note: You can only have one BlackBerry email address at a time.

Set up a BlackBerry email address

Note: Depending on your messaging service plan, this feature might not be supported.

1. In the email setup application, on the **Email Accounts** screen, press the key.
2. Click **Add Email Account** > **Create New Address**.

3. Type the setup information for your BlackBerry email address.
4. Click **Next** > **OK**.
5. Click your BlackBerry email address.
6. Press the key > **Edit**.
7. Change the options for your BlackBerry email address.
8. Press the key > **Save**.

1. On the BlackBerry Internet Service website, on the Settings webpage, click **Email Accounts**.
2. Click **Add My Existing Email Account**.
3. Click **name@<*wirelessserviceprovider.blackberry.com*>**.
4. Type the setup information for your BlackBerry email address.
5. Click **Next**.
6. Click **OK**.
7. Under your BlackBerry email address, click **Edit**.
8. Change the options for your BlackBerry email address.
9. Click **Finish**.

1. On the BlackBerry Internet Service website, in the left pane, click **Email Accounts**.
2. Click **Set Up Email**.
3. Select the **Need an email account** option.
4. Type the setup information for your BlackBerry email address.
5. Click **Next**.
6. Click **Signature and Settings**.
7. Change the options for your BlackBerry email address.
8. Click **Finish**.

Setup fields for the BlackBerry email address

Depending on your messaging service plan, these options might not be available.

User name:	Type a user name for your BlackBerry email address. Your user name appears before the @ sign in your BlackBerry email address. The user name must begin with a letter or number, must be 4 to 32 characters long, and can contain uppercase and lowercase letters (a to z, A to Z), numbers (0 to 9), underscores (_), dashes (-), and periods (.).
Password:	Type a password.
Confirm password:	Type the password again.
Security question:	Select a predefined security question or type a security question. The question cannot exceed 100 characters.
Answer to security question:	Type an answer for the security question. Your security answer must not exceed 100 characters and is not case sensitive.

Setup options for the BlackBerry email address

Depending on your messaging service plan, these options might not be available.

Email account name:	Type a description for your email address. This email address name appears on the home screen of your BlackBerry device below the messages application icon for the BlackBerry email address.
Password:	Change the password for your BlackBerry email address. You use this password when you change options for the email address or need to validate the email address. If you access the BlackBerry Internet Service using a user name and password, this does not change your password for the BlackBerry Internet Service, only for your BlackBerry email address.
Security question:	Change the security question that the BlackBerry Internet Service uses to confirm your identity. If you forget the password for your BlackBerry email address, you must answer your security question correctly to send your password to your BlackBerry device.
Reply to:	Type an email address that replies are sent to when recipients reply to your email messages. You can use the Reply to email address to hide your BlackBerry email address. If you added more than one email address to the BlackBerry Internet Service, you can make email messages that you send from one email address appear as if you sent them from another email address.
Your name:	Type the display name that you want to appear in the From field of email messages that you send. The display name identifies you as the sender of an email message in a friendly, informal manner.
Signature:	Type a signature for your email address. Your signature appears at the end of email messages that you send from your BlackBerry device.
Auto BCC to:	Type an email address to which you want to automatically forward a blind copy of email messages that you send from your BlackBerry device.

Auto forward to:	Type an email address to which you want to automatically forward a copy of all received email messages from your BlackBerry device, including all attachments and text.
Auto forward:	Specify whether you want to automatically forward a copy of all of your incoming email messages.
Only messages with attachments:	Specify whether you want to automatically forward a copy of email messages with attachments only.

About setting up email message forwarding

Note: Depending on your messaging service plan, this feature might not be supported.

If you upgrade to a BlackBerry 10 device from a BlackBerry 7.1 or earlier device, you must set a forwarding rule to continue receiving email from your BlackBerry email address.

Depending on your email service provider, you might be able to specify options to forward incoming email messages from another email account to your BlackBerry email address. You might encounter one of the following situations:

- Your email service provider might allow you to set up email message forwarding.
- Your email service provider might set up email message forwarding for you, if you request the service.
- Your email service provider might not allow you to forward email messages to other email addresses.

For more information about setting up or stopping email message forwarding, see the online help in your email account or contact your email service provider.

If you use an email application on your computer (such as Microsoft Outlook, Microsoft Outlook Express, or Apple Mail) to access another email address and your computer is always turned on and has a constant connection to the Internet, you might be able to set up your email application to forward incoming email messages to your BlackBerry email address. For example, to set up email message forwarding in Microsoft Outlook, you can create a forwarding rule for email messages. For more information, see the online help in your email application or contact your administrator.

Troubleshooting

I can't set up my BlackBerry email address

Note: Depending on your messaging service plan, this feature might not be supported.

Try performing the following actions:

- Verify that the user name that you typed contains supported characters.
- Verify that you do not already have an existing BlackBerry email address.

- Verify that you have a a BlackBerry 7.1 or earlier device.

I can't use a particular name to set up a BlackBerry email address

Note: Depending on your messaging service plan, this feature might not be supported.

The user name that you typed might be taken by another BlackBerry Internet Service subscriber.

Try performing the following actions:

- Verify that your user name is 1 to 32 characters long.
- Verify that your user name contains only supported characters.
- Select one of the alternate user names that appear or type another user name.

I can't remember the password for my BlackBerry email address

You can request to have your password sent to your BlackBerry smartphone.

1. In the email setup application, on the Change Password screen, click **Forgot Password?**.
2. Type the answer to your security question.
3. Click **OK**.

1. On the BlackBerry Internet Service website, complete one of the following actions:
   - On the Password Verification webpage, click **Forgot Password?**
   - On the Change Password webpage, click **Forgot Password?**
2. Type the answer to your security question.
3. Click **Submit**.
4. Click **OK**.

1. On the BlackBerry Internet Service website, in the left pane, click **Email Accounts**.
2. Click the **Edit** icon beside your BlackBerry email address.
3. Click **Forgot your password? Send it to your BlackBerry device.**
4. Type the answer to your security question.
5. Click **Send**.

I can't reply to or forward an email message

Note: Depending on your messaging service plan, this feature might not be supported.

The BlackBerry Internet Service stores your email messages that are larger than 4KB on the BlackBerry Internet Service server for 30 days. After 30 days, the BlackBerry Internet Service deletes the email messages from the BlackBerry Infrastructure.

The email message that you are trying to reply to or forward might be more than 30 days old. After 30 days, email messages remain on your BlackBerry device, but you cannot reply to or forward them.

Try one of the following actions:

- If the email message is from your BlackBerry email address, set up your BlackBerry email address to automatically forward a copy of email messages that you send or receive on your device to another email address, and then reply to or forward the email message from that email account.
- If the email message is not from your BlackBerry email address, access your email address from a computer or different device and reply to or forward the email message from there.

Changing email address information

4

Changing email address information

About saving changes to your email address settings

When you make a change to the settings for an email address that you have added to your BlackBerry device or for your BlackBerry email address, before the BlackBerry Internet Service saves the changes to your settings, you must type the current password for your email address.

About changing your email address or email address password

Note: Depending on your messaging service plan, this feature might not be supported.

When you add an email address to the BlackBerry Internet Service, you provide the email address and the password for the email address.

If you want to change your email address, you must delete the existing email address from the email setup application or the BlackBerry Internet Service website and add the new email address.

If you change the password for an email address that you have added to your BlackBerry device, you must update the password in the email setup application or on the BlackBerry Internet Service website.

Change the password for an email address that you added to your device

Note: Depending on your messaging service plan, this feature might not be supported.

1. In the email setup application, on the Email Accounts screen, highlight an email address.
2. Press the key > **Edit** > **Login Information**.
3. Type the new password.
4. Press the key > **Save**.

1. On the BlackBerry Internet Service website, on the Settings webpage, click **Email Accounts**.
2. Under the email address, click **Edit**.
3. Delete the existing password.
4. Type the new password.
5. Click **Save**.

1. On the BlackBerry Internet Service website, in the left pane, click **Email Accounts**.
2. Click the **Edit** icon beside an email address.
3. Delete the existing password.
4. Type the new password.
5. Click **Save**.

About changing your BlackBerry email address settings

Note: Depending on your messaging service plan, this feature might not be supported.

When you set up a BlackBerry email address, you specify a password, a security question, and an answer to the security question. When you change the settings for your BlackBerry email address, before the BlackBerry Internet Service saves the changes to your settings, you must type the current password for your BlackBerry email address. If you cannot remember the current password, you must type the answer to your security question so that the BlackBerry Internet Service can send the password to your BlackBerry device.

If you update the settings for your BlackBerry email address, but do not have a password for your BlackBerry email address, you must type the password for your BlackBerry Internet Service account before the BlackBerry Internet Service saves the changes to your settings. Your BlackBerry Internet Service password is the password you use to log in to your BlackBerry Internet Service account using a browser.

Change the password for your BlackBerry email address

Note: Depending on your messaging service plan, this feature might not be supported.

If you have a user name and password to log in to your BlackBerry Internet Service account using a browser, you might not have a password for your BlackBerry email address and do not need to perform this task.

1. In the email setup application, on the **Email Accounts** screen, highlight your BlackBerry email address.
2. Press the key > **Edit** > **Login Information** > **Change Password**.
3. Complete the password fields.
4. Press the key > **Save**.

1. On the BlackBerry Internet Service website, on the Settings webpage, click **Email Accounts**.
2. Under your BlackBerry email address, click **Edit**.
3. Click **Change Password**.
4. Complete the password fields.
5. Click **Save**.

1. On the BlackBerry Internet Service website, in the left pane, click **Email Accounts**.
2. Click the **Edit** icon beside your BlackBerry email address.
3. Click **Change Password**.
4. Type your old password and the new password that you want to use.
5. Click **Save**.

Change the security question and answer for your BlackBerry email address

Note: Depending on your messaging service plan, this feature might not be supported.

You might not have a security question for your BlackBerry email address and do not need to perform this task.

Note: Depending on your messaging service plan, this feature might not be supported.

1. In the email setup application, on the Email Accounts screen, highlight your BlackBerry email address.
2. Press the key > **Edit** > **Login Information**.
3. Delete the existing security question and answer for the security question.
4. Specify a new security question and answer for the security question.
5. Press the key > **Save**.
6. Type the password for your BlackBerry email address.
7. Click **OK**.

1. On the BlackBerry Internet Service website, on the Settings webpage, click **Email Accounts**.
2. Under your BlackBerry email address, click **Edit**.
3. Click **Change Security Question**.
4. Complete the instructions on the screen.
5. Click **Save**.
6. Type the password for your BlackBerry email address.
7. Click **OK**.

1. On the BlackBerry Internet Service website, in the left pane, click **Email Accounts**.
2. Click the **Edit** icon beside your BlackBerry email address.
3. Click **Change Security Question**.
4. Specify a new security question and answer for the security question.

5. Type the password for your BlackBerry email address.
6. Click **Save**.

Setup fields for your security question and answer

Depending on your messaging service plan, these options might not be available.

Security question:	Select a predefined security question for your BlackBerry email address or type your own security question for your BlackBerry email address. Your security question cannot exceed 100 characters.
Answer to security question:	Type an answer for the security question. Your security answer cannot exceed 100 characters and is not case sensitive.

Changing access options

Change the options for your POP or IMAP messaging server

Note: Depending on your messaging service plan, this feature might not be supported.

1. In the email setup application, on the Email Accounts screen, highlight a POP or IMAP email address.
2. Press the key > **Edit** > **Advanced Options**.
3. Change the advanced options for your email address.
4. Press the key > **Save**.
5. If necessary, type the password for your email address.
6. If necessary, click **OK** until the Email Accounts screen appears.

1. On the BlackBerry Internet Service website, on the Settings webpage, click **Email Accounts**.
2. Under a POP or IMAP email address, click **Edit**.

3. Click **Advanced Settings**.
4. Change the advanced options for your email address.
5. Click **Save**.
6. If necessary, type the password for your email address.
7. If necessary, click **OK** until the Email Accounts screen appears.

1. On the BlackBerry Internet Service website, in the left pane, click **Email Accounts**.
2. Click the **Edit** icon beside a POP or IMAP email address.
3. Click **Advanced Settings**.
4. Change the advanced options for your email address.
5. Click **Save**.

Advanced options for your POP or IMAP email address

Depending on your messaging service plan, these options might not be available.

Email server:	Type the name of the POP or IMAP messaging server for the email address.
Use SSL:	Select this check box if your wireless service provider supports SSL encryption and you want to turn on SSL encryption for email messages sent from the email account.

Change the options for your Microsoft Outlook Web Access server

Note: Depending on your messaging service plan, this feature might not be supported.

1. In the email setup application, on the Email Accounts screen, highlight a Microsoft Outlook Web Access email address.
2. Press the key > **Edit** > **Advanced Options**.
3. Change the advanced options for your email address.
4. Press the key > **Save**.
5. If necessary, type the password for your email address.

6. If necessary, click **OK** until the Email Accounts screen appears.

1. On the BlackBerry Internet Service website, on the Settings webpage, click **Email Accounts**.
2. Under a Microsoft Outlook Web Access email address, click **Edit**.
3. Click **Advanced Settings**.
4. Change the advanced options for your email address.
5. Click **Save**.
6. If necessary, type the password for your email address.
7. If necessary, click **OK** until the Email Accounts screen appears.

1. On the BlackBerry Internet Service website, in the left pane, click **Email Accounts**.
2. Click the **Edit** icon beside a Microsoft Outlook Web Access email address.
3. Click **Advanced Settings**.
4. Change the advanced options for your email address.
5. Click **Save**.

Advanced options for your Microsoft Outlook Web Access email address

Depending on your messaging service plan, these options might not be available.

Outlook Web Access URL:	Type the web address that you use to access your work email account using Microsoft Outlook Web Access.
Email account:	Type the complete email address of the email account.

About switching to the Microsoft Mobile Services Protocol

Depending on your messaging service plan, this feature might not be supported.

If you use a Microsoft email account (for example, Windows Live Hotmail), you might be able to change the protocol for your email account from POP to the Microsoft Mobile Services Protocol.

The Microsoft Mobile Services Protocol adds support for near real-time delivery of email messages and reconciliation of opened and unopened email messages from your BlackBerry device to your email account. If you have BlackBerry 6 or later installed on your device, the Microsoft Mobile Services Protocol also adds support for the wireless synchronization of contacts from your Microsoft Mobile Services Protocol enabled account.These features are not supported by POP.

If you switch to Microsoft Mobile Services Protocol, you will not be able to perform some actions on the email messages that were on your device prior to switching from POP, including replying to and forwarding email messages and viewing attachments.

You cannot return to using POP after you switch to the Microsoft Mobile Services Protocol.

Changing display options

About email address names

Note: Depending on your messaging service plan, you might not be able to add email addresses or set up a BlackBerry email address for your BlackBerry device.

By default, the Email account name field displays your email address. You can name an email address to make it more meaningful to you. For example, if your email address is justinjones@blackberry.com, you could name it "Justin Jones at work."

When you compose an email message from your device, the name that you give to your email address appears in the Send Using field at the top of the email message. The name that you give to your email address also appears on the home screen below the messages application icon for the email address.

Change an email address name

Note: Depending on your messaging service plan, this feature might not be supported.

1. In the email setup application, on the Email Accounts screen, highlight an email address.
2. Press the key > **Edit**.
3. In the **Email account name** field, type an email address name.
4. Press the key > **Save**.
5. If necessary, type the password for your email address.

6. If necessary, click **OK**.

1. On the BlackBerry Internet Service website, on the Settings webpage, click **Email Accounts**.
2. Under an email address, click **Edit**.
3. In the **Email account name** field, type an email address name.
4. Click **Save**.
5. If necessary, type the password for your email address.
6. If necessary, click **OK** until the Email Accounts screen appears.

1. On the BlackBerry Internet Service website, in the left pane, click **Email Accounts**.
2. Click the **Edit** icon beside an email address.
3. In the **Email account name** field, type an email address name.
4. Click **Save**.

About display names

Note: Depending on your messaging service plan, you might not be able to add email addresses or set up a BlackBerry email address for your BlackBerry device.

You can use the Your name field to change the name that appears in the From field when you send email messages from your BlackBerry device. For example, if your email address is justinjones@blackberry.com, you might type "Justin" in the Your name field. When someone receives an email message from you, that person can see that the message was sent from "Justin."

Specify a display name

Note: Depending on your messaging service plan, this feature might not be supported.

1. In the email setup application, on the Email Accounts screen, highlight an email address.
2. Press the key > **Edit**.
3. In the **Your name** field, type a display name.
4. Press the key > **Save**.

5. If necessary, type the password for your email address.
6. If necessary, click **OK** until the Email Accounts screen appears.

After you finish: To delete the display name, clear the **Your name** field. If you do not type a display name, your email address appears in the From field of email messages that you send.

1. On the BlackBerry Internet Service website, on the Settings webpage, click **Email Accounts**.
2. Under an email address, click **Edit**.
3. In the **Your name** field, type a display name.
4. Click **Save**.
5. If necessary, type the password for your email address.
6. If necessary, click **OK** until the Email Accounts screen appears.

After you finish: To delete the display name, do not complete the **Your name** field. Instead of a display name, your email address appears in the From field of email messages that you send.

1. On the BlackBerry Internet Service website, in the left pane, click **Email Accounts**.
2. Click the **Edit** icon beside an email address.
3. In the **Your name** field, type a display name.
4. Click **Save**.

After you finish: To delete the display name, clear the **Your name** field. If you do not type a display name, your email address appears in the From field of email messages that you send.

About signatures

Note: Depending on your messaging service plan, this feature might not be supported.

You can add a signature to any email address on your BlackBerry device. Your signature appears at the end of email messages that you send from your device using that address.

Change your signature

Note: Depending on your messaging service plan, this feature might not be supported.

1. On the Home screen or in the Setup folder, open the email setup application.
2. In the email setup application, on the Email Accounts screen, highlight an email address.
3. Press the key > **Edit**.
4. In the **Signature** field, type a new signature.
5. Press the key > **Save**.
6. If necessary, type the password for your email address.
7. If necessary, click **OK** until the Email Accounts screen appears.

After you finish: To delete your signature, clear the **Signature** field.

1. On the BlackBerry Internet Service website, on the Settings webpage, click **Email Accounts**.
2. Under an email address, click **Edit**.
3. In the **Signature** field, type a new signature.
4. Click **Save**.

After you finish: To delete your signature, clear the **Signature** field.

1. In a browser on your computer, on the BlackBerry Internet Service website, in the left pane, click **Email Accounts**.
2. Click the **Edit** icon beside an email address.
3. In the **Signature** field, type a signature.
4. Click **Save**.

After you finish: To delete your signature, clear the **Signature** field.

Delete an email address

Note: Depending on your messaging service plan, this feature might not be supported.

When you delete an email address, the BlackBerry Internet Service stops sending email messages to your BlackBerry device that are addressed to that email address.

1. In the email setup application, on the Email Accounts screen, highlight an email address.
2. Press the key > **Delete** > **Yes**.

1. On the BlackBerry Internet Service website, on the Settings webpage, click **Email Accounts**.
2. Under an email address, click **Delete**.
3. Click **Yes**.

1. On the BlackBerry Internet Service website, in the left pane, click **Email Accounts**.
2. Click the **Delete** icon beside an email address.
3. Click **OK**.

Troubleshooting

My email address is not valid

Note: Depending on your messaging service plan, you might not be able to add email addresses or set up a BlackBerry email address for your BlackBerry device.

If you upgrade to a BlackBerry 10 device from a BlackBerry 7.1 or earlier device, you must set a forwarding rule to continue receiving email from your BlackBerry email address.

If you switch to a new BlackBerry 7.1 or earlier device, you must validate your email addresses. If you have BlackBerry 6 or earlier installed on your device, you can start receiving email messages on your device after you type the password for your email addresses. If you have BlackBerry 7 installed on your device, you can receive email messages on your device after you type your BlackBerry ID.

If you change information (such as a password) for an email address that you added to your device and you do not update this information in the email setup application or on the BlackBerry Internet Service website, the email address is not valid. You do not receive email messages from this email address until you update your information.

From the email setup application on your device

1. In the email setup application, on the **Email Accounts** screen, highlight the email address that is not valid.
2. Press the key > **Validate** > **OK**.

1. On the BlackBerry Internet Service website, on the Settings webpage, click **Email Accounts**.
2. Click the email account that is not valid. Click **Validate**.
3. Change your email account information.
4. Click **Save**.

Note: Depending on the email address, you might not be able to validate it from the BlackBerry Internet Service website. For more information, contact your email service provider.

1. In a browser on your computer, on the BlackBerry Internet Service website, in the left pane, click **Email Accounts**.
2. Click the **Invalid Email Account** icon beside the email address.
3. If your email address cannot be validated, click **OK**.
4. Change your email address information.
5. Click **Save**.

Note: Depending on the email address, you might not be able to validate it from the BlackBerry Internet Service website. For more information, contact your email service provider.

I have forgotten the password for my BlackBerry Internet Service account

Try one of the following:

- To request the BlackBerry Internet Service to send the password for your BlackBerry Internet Service account to your BlackBerry device, visit the BlackBerry Internet Service website using a browser on a computer, and from the login webpage, click **Forgot password**.
- Contact your wireless service provider.

Managing email messages

5

Email message forwarding

About the Reply to email address

Note: Depending on your messaging service plan, this feature might not be supported.

You can specify a Reply to email address for the email addresses on your BlackBerry device. If you specify a Reply to email address, when recipients reply to email messages that you send, the reply is sent to the Reply to email address instead of to the email address that you used to send the email message.

You can use the Reply to email address to hide your BlackBerry email address, or if you have more than one email address, you can make email messages that you send from one email address appear as if you sent them from another email address.

Specify a Reply to email address

Note: Depending on your messaging service plan, this feature might not be supported.

1. In the email setup application, on the Email Accounts screen, highlight an email address.
2. Press the key > **Edit** > **Delivery Options**.
3. In the **Reply to** field, type an email address.
4. Press the key > **Save**.
5. If necessary, type the password for your email address.
6. If necessary, click **OK** until the Email Accounts screen appears.

1. On the BlackBerry Internet Service website, on the Settings webpage, click **Email Accounts**.
2. Under an email address, click **Edit**.

3. In the **Reply to** field, type an email address.
4. Click **Save**.
5. If necessary, type the password for the email address.
6. If necessary, click **OK** until the Email Accounts screen appears.

1. On the BlackBerry Internet Service website, in the left pane, click **Email Accounts**.
2. Click the **Edit** icon beside the email address.
3. In the **Reply to** field, type an email address.
4. Click **Save**.

About forwarding sent email messages to another email address automatically

Note: Depending on your messaging service plan, this feature might not be supported.

If you upgrade to a BlackBerry 10 device from a BlackBerry 7.1 or earlier device, you must set a forwarding rule to continue receiving email from your BlackBerry email address.

When you specify an Auto BCC email address, the BlackBerry Internet Service automatically forwards a copy of email messages that you send from your BlackBerry device to the email address that you specify.

Forward sent email messages to another email address automatically

Note: Depending on your messaging service plan, this feature might not be supported.

1. In the email setup application, on the Email Accounts screen, highlight an email address.
2. Press the key > **Edit** > **Delivery Options**.
3. In the **Auto BCC** field, type an email address.
4. Press the key > **Save**.
5. If necessary, type the password for your email address.
6. If necessary, click **OK** until the Email Accounts screen appears.

After you finish: To stop forwarding a copy of email messages that you send, clear the **Auto BCC** field.

1. On the BlackBerry Internet Service website, on the Settings webpage, click **Email Accounts**.
2. Under an email address, click **Edit**.
3. In the **Auto BCC to** field, type an email address.
4. Click **Save**.
5. If necessary, type the password for your email address.
6. If necessary, click **OK** until the Email Accounts screen appears.

After you finish: To stop forwarding a copy of email messages that you send, clear the **Auto BCC to** field.

1. On the BlackBerry Internet Service website, in the left pane, click **Email Accounts**.
2. Click the **Edit** icon beside the email address.
3. In the **Auto BCC to** field, type an email address.
4. Click **Save**.

After you finish: To stop forwarding a copy of email messages that you send, clear the **Auto BCC to** field.

About forwarding received email messages to another email address automatically

Note: Depending on your messaging service plan, this feature might not be supported.

You can specify an Auto forward email address for your BlackBerry email address.

When you specify an Auto forward email address, the BlackBerry Internet Service automatically forwards a copy of all email messages, including all applicable attachments and content that you receive on your BlackBerry device to the email address that you specify.

Forward received email messages to another email address automatically

Note: Depending on your messaging service plan, this feature might not be supported.

1. In the email setup application, on the Email Accounts screen, highlight your BlackBerry email address.
2. Press the key > **Edit** > **Delivery Options**.
3. Click an auto forward option.
4. In the **Auto forward** field, type an email address.
5. Press the key > **Save**.
6. If necessary, type the password for your email address.
7. If necessary, click **OK** until the Email Accounts screen appears.

After you finish: To stop forwarding a copy of received email messages, clear the **Auto forward** field.

1. On the BlackBerry Internet Service website, on the Settings webpage, click **Email Accounts**.
2. Under your BlackBerry email address, click **Edit**.
3. In the **Auto forward to** field, type an email address.
4. Click an auto forward option.
5. Click **Save**.
6. If necessary, type the password for your email address.
7. If necessary, click **OK** until the Email Accounts screen appears.

After you finish: To stop forwarding a copy of received email messages, clear the **Auto forward to** field.

1. On the BlackBerry Internet Service website, in the left pane, click **Email Accounts.**
2. Click the **Edit** icon beside your BlackBerry email address.
3. In the **Auto forward to** field, type the email address of another email account.
4. Click an auto forward option.
5. Click **Save**.

After you finish: To stop forwarding a copy of received email messages, clear the **Auto forward to** field.

Options for email message forwarding

Depending on your messaging service plan, these options might not be available.

All messages:	Set whether the BlackBerry Internet Service forwards a copy of all of your incoming email messages.
Only messages with attachments:	Set whether the BlackBerry Internet Service forwards only a copy of email messages with attachments.

Email message filters

About email filters

Note: Depending on your messaging service plan, this feature might not be supported.

You can create email filters to specify which incoming email messages are forwarded from your email account to your BlackBerry device. Email filters also determine how the BlackBerry Internet Service forwards email messages (for example, the BlackBerry Internet Service forwards only email messages that are sent with high importance or the BlackBerry Internet Service forwards only the header of email messages). You can specify criteria for your email filters based on who sent the email message, how you were addressed, and what level of importance the sender assigned to the email message.

The BlackBerry Internet Service applies email filters to an incoming email message in the order that the email filters appear. If none of the email filters that you create apply to an incoming email message, the BlackBerry Internet Service applies a default email filter to the email message. You can specify whether you want this default email filter to forward all email messages to your device.

You cannot create or change email filters from the browser on your device. To create or change email filters, you must use the email setup application on your device or log in to the BlackBerry Internet Service website using a browser on your computer.

Note: If you have added more than one email address to the BlackBerry Internet Service, email filters that you create for one email address are not applied to another email address.

Create an email filter

Note: Depending on your messaging service plan, this feature might not be supported.

To complete this task, you must use the email setup application on your BlackBerry device or log in to the BlackBerry Internet Service website using a browser on your computer. You cannot create email filters from the browser on your device.

1. In the email setup application, on the Email Accounts screen, highlight an email address.
2. Press the key > **Filters** > **Add Filter**.
3. Type a name for the email message filter.
4. Change the **Filter on** field.
5. Change the options for the email message filter.
6. If necessary, in the **Contains** field, type the text that the email message filter applies to.
7. Change the action for the email message filter.
8. Press the key > **Save**.

1. In a browser on your computer, on the BlackBerry Internet Service website, in the left pane, click **Email Accounts**.
2. Click the **Filter** icon beside an email address.
3. Perform one of the following actions:
   - If you have not created other email filters, click **Add A Filter**.
   - If you have created other email filters, click **Add Filter**.
4. Complete the **Filter name** field.
5. In the **Apply filter when** drop-down list, click an option for when to apply the email filter.
6. If necessary, in the **Contains** field, type the text that the email filter applies to.
7. Change the notification options for the email filter.
8. Click **Add Filter**.

Options for email message filters

Note: Depending on your messaging service plan, these options might not be available.

Options for email message filters are only available if you use the email setup application on yourBlackBerry device or log in to the BlackBerry Internet Service website using a browser on your computer. You cannot access these options from the browser on your smartphone.

From address:	Type the email address that the email message filter should search for in the From field of email messages. To create a specific email message filter, type a complete email address. To specify that the email message filter should search for email messages that contain specific text, type part of an email address. For example, type **justin** for email addresses that start with justin, or type **jones@blackberry** for email addresses that contain jones@blackberry. To forward or block email messages from multiple contacts, type each separate email address and click **Add**.
To address:	Type an email address that the email message filter should search for in the To field of email messages. The address can be your email address or another email address. If the email address belongs to a distribution list, the email message filter will not block email messages from the distribution list unless you create another email message filter for the email address of that distribution list. To specify that the email message filter should search for email messages that contain specific text, type part of an email address. For example, type **justin** for email addresses that start with justin, or type **jones@blackberry** for email addresses that contain jones@blackberry.
CC address:	Type an email address that the email message filter should search for in the CC field of email messages. The address can be your email address or another email address. If the email address belongs to a distribution list, the email message filter will not block email messages from the distribution list unless you create another email message filter for the email address of that distribution list. To specify that the email message filter should search for email messages that contain specific text, type part of an email address. For example, type **justin** for email addresses that start with justin, or type **jones@blackberry** for email addresses that contain jones@blackberry. To forward or block email messages from multiple email addresses, type each separate email address and click **Add**.
Subject:	Type the text that the email message filter should search for in the subject of email messages. To specify that the email message filter should search for email messages that contain a specific keyword, type part of a keyword. For example, type **re** for keywords such as request, regarding, and so on.
New email:	Set whether the email message filter applies only to new email messages.
High priority email:	Set whether the email message filter applies only to email messages with high importance.
Forward messages to the device:	Set whether the email message filter forwards email messages to your BlackBerry device that meet the criteria.
Header only:	Select this check box to forward only the subject of the email message to your device. You can download the content of the email message after you open it.
Level 1 notification:	Select this check box to forward email messages with high importance to your device.

Do not forward messages to the device:	Change this option to stop email messages from being forwarded to your device. If you set this option for your BlackBerry email address, you will not be able to view filtered email messages unless you set the option to forward received email messages to another email address automatically.
New mail arrives:	Set whether the email filter applies only to new email messages.
A high-priority mail arrives:	Set whether the email filter applies only to email messages with high importance.
From field contains:	Type the email address that the email filter should search for in the From field of email messages. To create a specific email filter, type a complete email address. To specify that the email filter should search for email messages that contain specific text, type part of an email address. For example, type **justin** for email addresses that start with justin, or type **jones@blackberry** for email addresses that contain jones@blackberry. To forward or block email messages from multiple contacts, separate each email address with a semicolon (;).
Subject field contains:	Type the text that the email filter should search for in the subject of email messages. To specify that the email filter should search for all email messages that contain a specifc keyword, type part of a keyword. For example, type **re** for keywords such as request, regarding, and so on.
To field contains:	Type an email address that the email filter should search for in the To field of email messages. The address can be your email address or another email address. If the email address belongs to a distribution list, the email filter will not block email messages from the distribution list unless you create another email filter for the email address of that distribution list. To specify that the email filter should search for email messages that contain specific text, type part of an email address. For example, type **justin** for email addresses that start with justin, or type **jones@blackberry** for email addresses that contain jones@blackberry.
CC field contains:	Type an email address that the email filter should search for in the CC field of email messages. The address can be your email address or another email address. If the email address belongs to a distribution list, the email filter will not block email messages from the distribution list unless you create another email filter for the email address of that distribution list. To specify that the email filter should search for email messages that contain specific text, type part of an email address. For example, type **justin** for email addresses that start with justin, or type **jones@blackberry** for email addresses that contain jones@blackberry.
Forward messages to device:	Set whether the email filter forwards email messages to your BlackBerry device that meet the criteria.
Header only:	Select this check box to forward only the subject of the email message to your device. You can download the content of the email message after you open it.
Level 1 notification:	Select this check box to forward email messages with high importance to your device.

Do not forward messages to device:	Change this option to stop email messages from being forwarded to your device. If you set this option for your BlackBerry email address, you will not be able to view filtered email messages unless you set the option to forward received email messages to another email address automatically.

Delete an email filter

Note: Depending on your messaging service plan, this feature might not be supported.

To complete this task, you must use the email setup application on your BlackBerry device or log in to the BlackBerry Internet Service website using a browser on your computer. You cannot delete email filters from the browser on your device.

1. In the email setup application, on the Email Accounts screen, highlight an email address.
2. Press the key > **Filters**.
3. Highlight an email message filter.
4. Press the key > **Delete Filter**.
5. Click **Yes**.

1. In a browser on your computer, on the BlackBerry Internet Service website, in the left pane, click **Email Accounts.**
2. Click the **Filter** icon beside an email address.
3. Click the **Delete** icon beside an email filter.

Change an email filter

Note: Depending on your messaging service plan, this feature might not be supported.

To complete this task, you must use the email setup application on your BlackBerry device or log in to the BlackBerry Internet Service website using a browser on your computer. You cannot change an email filter from the browser on your device.

1. In the email setup application, on the Email Accounts screen, highlight an email address.
2. Press the key > **Filters**.

3. Set whether you want email messages to be forwarded to your device.
4. Press the key > **Save**.

1. In a browser on your computer, on the BlackBerry Internet Service website, in the left pane, click **Email Accounts**.
2. Click the **Filter** icon beside an email address.
3. Click the **Edit** icon beside an email filter.
4. Change the options for the email filter.
5. Click **Save**.

Change the default email filter

Note: Depending on your messaging service plan, this feature might not be supported.

If you have not created any email filters or if none of your existing email filters apply to an incoming email message, the BlackBerry Internet Service applies the default email filter to email messages that you receive on your BlackBerry device.

To change the default email filter, you must use the email setup application on your device or log in to the BlackBerry Internet Service website using a browser on your computer. You cannot complete this task from the browser on your device.

1. In the email setup application, on the Email Accounts screen, highlight an email address.
2. Press the key > **Filters**.
3. Set whether you want email messages to be forwarded to your device.
4. Press the key > **Save**.

1. In a browser on your computer, on the BlackBerry Internet Service website, in the left pane, click **Email Accounts**.
2. Click the **Filter** icon beside an email address.
3. Set whether you want the email messages to be forwarded to your device.

Options for the default email filter

Depending on your messaging service plan, these options might not be available.

Forward messages to the device:	Set whether the email filter forwards all email messages to your BlackBerry device.
Do not forward messages to the device:	Change this option to stop email messages from being forwarded to your device. If you set this option for your BlackBerry email address, you will not be able to view filtered email messages unless you set the option to forward received email messages to another email address automatically.

Troubleshooting

Changes that I made to email messages on my device are not reflected in my email account

Note: Depending on your messaging service plan, this feature might not be supported.

Depending on your email service provider, you might not be able to reconcile email messages over the wireless network.

Verify that wireless email reconciliation is turned on in the Messages application on your BlackBerry device. For more information, click the **Help** icon on the home screen of your device.

I can't reply to or forward an email message

Note: Depending on your messaging service plan, this feature might not be supported.

The BlackBerry Internet Service stores your email messages that are larger than 4KB on the BlackBerry Internet Service server for 30 days. After 30 days, the BlackBerry Internet Service deletes the email messages from the BlackBerry Infrastructure.

The email message that you are trying to reply to or forward might be more than 30 days old. After 30 days, email messages remain on your BlackBerry device, but you cannot reply to or forward them.

Try one of the following actions:

- If the email message is from your BlackBerry email address, set up your BlackBerry email address to automatically forward a copy of email messages that you send or receive on your device to another email address, and then reply to or forward the email message from that email account.
- If the email message is not from your BlackBerry email address, access your email address from a computer or different device and reply to or forward the email message from there.

I can't send or receive email messages on my device

Note: Depending on your messaging service plan, this feature might not be supported.

Try performing the following actions:

- Verify that the BlackBerry device is connected to the wireless network. If you are not in a wireless coverage area, your device should send and receive email messages when you return to a wireless coverage area. For more information about wireless network coverage, see the printed documentation that came with your device.
- Verify that your email account is set to leave email messages on the messaging server. For more information, view the online help for your email account.
- Verify whether you need to turn on access to the IMAP or POP website for your email account. For more information, contact your email service provider.
- If you created email filters for your BlackBerry email account, verify that these email filters are not preventing the BlackBerry Internet Service from delivering email messages to your device.

I can't download the body of an email message that I received

Note: Depending on your messaging service plan, this feature might not be supported.

If you create an email message filter for yourBlackBerry email address and you specify the Header only option, you cannot download the body of the email message at a later time.

Try the following actions:

- Forward received email messages to another email address automatically by specifying an Auto forward email address for your BlackBerry email address. You can log in to the other email account to open the email message.
- Change the Header only option in the email message filter.

Synchronization

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Synchronizing email messages

About wireless email reconciliation

Note: Depending on your messaging service plan, this feature might not be supported.

If you add an email address to your BlackBerry device, email messages that you open or delete on your device might be marked automatically as opened and deleted in your email account. Deleted email messages might reconcile with the deleted items folder in your email account. Email messages that you send from your device might also reconcile with the sent items folder in your email account. For example, if you have a Microsoft Outlook Web Access email account or an IMAP email account, email messages that you send from your device are copied to the sent items folder in your email account. Likewise, email messages that you delete are copied to the deleted items folder.

Depending on the email address, email messages that you open from your email account inbox (for example, by accessing your email account using a browser on a computer) might be marked open on your device. Email messages that you delete from your email account inbox might be deleted from your device.

If you turn off the wireless email reconciliation option in the messages application on your BlackBerry 7.1 or earlier device, opened, deleted, and sent email messages do not reconcile between your device and your email account.

Note: Depending on the type of email account you add or the way your email account is set up, wireless email reconciliation might not be available.

If you have an email account that uses Microsoft Outlook Web Access 5.5, email messages that you send from your device are not copied to the sent items folder in your email account.

Depending on your wireless service provider, wireless email reconciliation for the read and unread items, sent items, and deleted items folders on your device might not be available for Microsoft email accounts set up to use POP. Wireless email reconciliation is available for Microsoft accounts that use the Microsoft Mobile Services Protocol.

About reconciling deleted email messages

Note: Depending on your messaging service plan, this feature might not be supported.

After you add an email address to your BlackBerry device, you can delete an email message in your email account inbox (for example, by accessing it from a computer) and the email message is also deleted on your BlackBerry device.

By default, email reconciliation for deleted email messages is turned on for all types of email accounts, except POP email accounts.

If you turn off wireless email reconciliation on your device, deleted email messages do not reconcile between your email account and your device. For more information about email reconciliation, on the Home screen of your device, click the **Help** icon.

Stop reconciling deleted email messages

Note: Depending on your messaging service plan, this feature might not be supported.

If you added an email account other than a POP email account, by default, reconciliation of deleted email messages from your email account with your BlackBerry device is turned on.

1. In the email setup application, on the Email Accounts screen, highlight an email address.
2. Press the key > **Edit** > **Synchronization Options**.
3. Clear the **Deleted items** check box.
4. Press the key > **Save**.
5. If necessary, type the password for your email address.
6. If necessary, click **OK** until the Email Accounts screen appears.

After you finish: To reconcile deleted email messages from your email account with your device again, select the **Deleted items** check box.

1. On the BlackBerry Internet Service website, on the Settings webpage, click **Email Accounts**.
2. Under an email address, click **Edit**.
3. Click **No** below the **Synchronize deleted items between this mailbox and my device** option.
4. Click **Save**.
5. If necessary, type the password for your email address.
6. If necessary, click **OK** until the Email Accounts screen appears.

After you finish: To reconcile deleted email messages from your email account with your device again, click **Yes** below the **Synchronize deleted items between this mailbox and my device** option.

1. On the BlackBerry Internet Service website, in the left pane, click **Email Accounts**.

2. Click the **Edit** icon beside an email address.
3. Clear the **Synchronize deleted items between this mailbox and my device** check box.
4. Click **Save**.

After you finish: To reconcile deleted email messages from your email account with your device again, select the **Synchronize deleted items between this mailbox and my device** check box.

Synchronizing contacts

About synchronizing contacts

Note: This feature is supported only on BlackBerry devices that are running BlackBerry Device Software 5.0 to BlackBerry 7.1. BlackBerry 10 devices use different technology. Depending on your messaging service plan, this feature might not be supported.

Some types of email addresses, including Google Mail addresses, Yahoo! Mail addresses, and Windows Live Hotmail addresses allow you to synchronize contacts between your email account and your BlackBerry device. If you turn on contact synchronization for an email address, you can add, change, and delete contacts from your device or from your email account, and the BlackBerry Internet Service synchronizes the changes between your device and your email account.

If you synchronize contacts with multiple email accounts, including an email account that uses a BlackBerry Enterprise Server, the contacts application on your device will contain contacts from all synchronized email accounts. However, you cannot synchronize contacts between different email accounts.

Synchronize your contacts

Note: This feature is supported only on BlackBerry devices that are running BlackBerry Device Software 5.0 to BlackBerry 7.1. BlackBerry 10 devices use different technology.Depending on your messaging service plan, this feature might not be supported.

To complete this task, you must use the email setup application on your device or log in to the BlackBerry Internet Service website using a browser on your computer. You cannot synchronize your contacts from the browser on your device.

1. In the email setup application, on the Email Accounts screen, highlight the email address that you want to synchronize contacts with.
2. Press the key > **Edit** > **Synchronization Options**.
3. Select the **Contacts** check box.

4. Press the key > **Save**.
5. If necessary, type the password for your email address.
6. Click **Ok** > **Synchronize**.

After you finish: To stop synchronizing your contacts, clear the **Contacts** check box.

1. On the BlackBerry Internet Service website, in the left pane, click **Email Accounts**.
2. Click the **Edit** icon beside the email address you want to synchronize contacts with.
3. Select the **Contacts** check box.
4. Click **Save.**
5. On your device, open the email setup application to complete the security activation.

After you finish: To stop synchronizing your contacts, clear the **Contacts** check box.

Turn on wireless contact synchronization

Note: Depending on your messaging service plan, this feature might not be supported.

By default, wireless synchronization is turned on for contacts on your BlackBerry device. If wireless data synchronization is turned off on your device, you must turn on wireless data synchonization before you try to synchronize contacts.

For more information about synchronization, click the **Help** icon on the home screen of your device.

1. On the Home screen of your device, click the **Contacts** icon.
2. Press the key > **Options**.
3. Click the email address that you want to synchronize contacts with.
4. Select the **Wireless Synchronization** check box or change the **Wireless Synchronization** field to **Yes**.
5. Press the key > **Save**.

Synchronizing calendars

About synchronizing calendars

Note: This feature is supported only on BlackBerry devices that are running BlackBerry Device Software 5.0 to BlackBerry 7.1. BlackBerry 10 devices use different technology.Depending on your messaging service plan, this feature might not be supported.

If you add a Google Mail email address to your BlackBerry device, you can synchronize calendar entries between your email account and your device. If you turn on calendar synchronization, you can add, change, and delete calendar entries from your device or from your email account, and the BlackBerry Internet Service synchronizes the changes between your device and your email account.

If you synchronize calendar entries with multiple email accounts, including an email account that uses a BlackBerry Enterprise Server, the Calendar application on your device will contain calendar entries from all synchronized email accounts. However, you cannot synchronize calendar entries between different email accounts.

Synchronize your calendar

Note: This feature is supported only on BlackBerry devices that are running BlackBerry Device Software 5.0 to BlackBerry 7.1. BlackBerry 10 devices use different technology. Depending on your messaging service plan, this feature might not be supported.

To synchronize calendar entries between your Google Mail account and your device, you must first create a calendar in your Google Mail account.

To complete this task, you must use the email setup application on your device or log in to the BlackBerry Internet Service website using a browser on your computer. You cannot synchronize your calendar from the browser on your device.

1. In the email setup application, on the **Email Accounts** screen, highlight the email address that you want to synchronize your calendar with.
2. Press the key > **Edit** > **Synchronization Options**.
3. Select the **Calendar** check box.
4. Press the key > **Save**.
5. If necessary, type the password for your email address.
6. Click **Ok** > **Synchronize**.

After you finish: To stop synchronizing your calendar, clear the **Calendar** check box.

1. On the BlackBerry Internet Service website, in the left pane, click **Email Accounts**.
2. Click the **Edit** icon beside the email address that you want to synchronize your calendar with.
3. Select the **Calendar** check box.
4. Click **Save.**
5. On your device, open the email setup application to complete the device security activation.

After you finish: To stop synchronizing your calendar, clear the **Calendar** check box.

Troubleshooting

I can't synchronize my contacts

Note: This feature is supported only on BlackBerry devices that are running BlackBerry Device Software 5.0 to BlackBerry 7.1. BlackBerry 10 devices use different technology.

Try performing the following actions:

- Verify that you are trying to synchronize contacts from an email account that supports contact synchronization (such as a Google Mail email account, Yahoo! Mail email account, or Windows Live Hotmail email account).
- Verify that you have not exceeded the maximum number of contacts that your email service provider allows. For more information, see the online help for your email account.
- Verify that you are not trying to synchronize groups, categories, or distribution lists. The BlackBerry Internet Service does not support the synchronization of contact groups, contact categories, or distribution lists with your device.
- Verify that you have turned on wireless data synchronization for the contacts application on your device.

I can't synchronize my calendar

Note: This feature is supported only on BlackBerry devices that are running BlackBerry Device Software 5.0 to BlackBerry 7.1. BlackBerry 10 devices use different technology.

Try the following actions:

- Verify that you are trying to synchronize your calendar with a Google Mail email account.

- Verify that you have created a calendar in your Google Mail email account. You must create a calendar before you can synchronize calendar entries with your device.

BlackBerry devices

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BlackBerry device basics

About switching devices

Depending on your wireless service provider, you might not be able to switch devices.

If you switch BlackBerry devices, the next time that you open the email setup application or access the BlackBerry Internet Service website using a browser on your device, the BlackBerry Internet Service detects your new device and prompts you to type the password for each of your email addresses. After you type your password, you can start receiving email messages on your new device.

If you switch to a device that has BlackBerry 7 installed on it, the device prompts you to type your BlackBerry ID to set up your device. After you type your BlackBerry ID, you can start receiving email messages on your new device.

If you want to use a BlackBerry email address, you can only switch to a BlackBerry 7.1 or earlier device.

If you upgrade to a BlackBerry 10 device from a BlackBerry 7.1 or earlier device, you must set a forwarding rule to continue receiving email from your BlackBerry email address.

Preparing to sell your device or give your device to another person

Before you sell your BlackBerry device or give your device to another person, you must delete all device data. For more information about deleting device data, click the **Help** icon on the home screen of your device.

You must also delete your BlackBerry Internet Service account or associate it with your new device.

Consider the following guidelines when associating your BlackBerry Internet Service account with your new device:

- If your device uses a SIM card and you want to use your SIM card in a new and compatible BlackBerry device, insert the SIM card into your new device, open the email setup application, and complete the instructions on the screen to associate your BlackBerry Internet Service account with your new device.
- If your device uses a SIM card and you plan to give the SIM card to the new owner, your wireless service provider must delete your BlackBerry Internet Service account or associate your account with a new device. Contact your wireless service provider.

- If your device does not use a SIM card, your wireless service provider must delete your BlackBerry Internet Service account or associate your account with a new device. Contact your wireless service provider.

Find your PIN and IMEI, ESN, or MEID

Depending on your wireless service provider, your BlackBerry device will have either an IMEI, ESN, or MEID.

Perform one of the following actions:

- On your BlackBerry 10, touch **Settings** > **About**, and then use the categories to discover the information.
- On your BlackBerry 7.1 or earlier device, in the device options, click **Device** > **Device and Status Information**.
- Search for the PIN and IMEI, ESN, or MEID information on the outside of the box that your device came in.
- Turn off the device and remove the battery. Search for the sticker with the PIN and IMEI, ESN, or MEID information.

About service books

Note: Depending on your messaging service plan, this feature might not be supported.

Service books determine which services are available on your BlackBerry device. If you switch devices, or if your device is not functioning correctly, you can send service books to your device.

Send service books

Note: Depending on your messaging service plan, this feature might not be supported.

1. In the email setup application, on the Email Accounts screen, press the key > **Service Books**.
2. Press the key > **Send Service Books**.
3. Click **OK**.

1. On the BlackBerry Internet Service website, on the Settings webpage, click **Help**.
2. Click **Send Service Books**.
3. Click **OK**.

1. On the BlackBerry Internet Service website, in the left pane, click **Help**.
2. Click **Send Service Books**.
3. Click **OK**.

Troubleshooting

I have a new SIM card and I can't access my BlackBerry email address

Note: Depending on your messaging service plan, this feature might not be supported.

If you set up a BlackBerry email address using a BlackBerry device that had your previous SIM card, you can access your BlackBerry email address again when you set up your BlackBerry Internet Service account using the BlackBerry device that has your new SIM card.

1. Open the BlackBerry Internet Service email setup application or visit the BlackBerry Internet Service website using the browser on your BlackBerry device.
2. Perform one of the following actions:
   - In the email setup application, press the key > **Add Email Account** > **Create New Address**.
   - On the website, on the Email Accounts webpage, click **Add My Existing Email Account** > **name@<*wirelessserviceprovider.blackberry.com*>**.
3. Type the existing user name and password for your BlackBerry email address.

The BlackBerry Internet Service recovers your BlackBerry email address and associates it with your new SIM card.

I can't send or receive email messages on my device

Note: Depending on your messaging service plan, this feature might not be supported.

Try performing the following actions:

- Verify that the BlackBerry device is connected to the wireless network. If you are not in a wireless coverage area, your device should send and receive email messages when you return to a wireless coverage area. For more information about wireless network coverage, see the printed documentation that came with your device.
- Verify that your email account is set to leave email messages on the messaging server. For more information, view the online help for your email account.

- Verify whether you need to turn on access to the IMAP or POP website for your email account. For more information, contact your email service provider.
- If you created email filters for your BlackBerry email account, verify that these email filters are not preventing the BlackBerry Internet Service from delivering email messages to your device.

Glossary

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BlackBerry email address	A BlackBerry email address is an email address that you can create to send and receive messages on your BlackBerry device.
BlackBerry ID	Subscribers can create a BlackBerry ID to log in to, or automatically access, any BlackBerry product that supports BlackBerry ID. A BlackBerry ID consists of a single email address and a password. Subscribers can use any email address for their BlackBerry ID; subscribers do not have to use an email address that they have added to their BlackBerry device. A BlackBerry ID is designed to provide subscribers convenient access to multiple BlackBerry products including the BlackBerry Internet Service, BlackBerry Protect, and the BlackBerry App World storefront.
BlackBerry Internet Service	The BlackBerry Internet Service is designed to provide subscribers with automatic delivery of email messages, mobile access to email message attachments and pictures, and access to Internet content. Subscribers can add email addresses for existing supported email accounts to the BlackBerry Internet Service. The BlackBerry Internet Service is designed to retrieve email messages from these email accounts and deliver them to subscribers' BlackBerry devices. The BlackBerry Internet Service is also designed to reconcile email messages between the subscribers' BlackBerry devices and their email accounts over the wireless network, so they do not need to manage their email messages twice.
ESN	electronic serial number
IMAP	Internet Message Access Protocol
IMEI	International Mobile Equipment Identity
ISP	Internet service provider
MEID	Mobile Equipment Identifier
PIN	personal identification number
POP	Post Office Protocol

real-time delivery	Real-time delivery refers to the process whereby the messaging and collaboration server receives and delivers items, such as messages or organizer data items, nearly simultaneously.
SIM	Subscriber Identity Module
SSL	Secure Sockets Layer

Provide feedback

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To provide feedback on this deliverable, visit www.blackberry.com/docsfeedback.

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